

Date: 2013-07-30

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those with a hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products.

For those with a hearing loss, it becomes difficult to make and/or receive phone calls in any environment, but it is especially hard in a mobile application. Deaf and hard of hearing citizens should be able to make or receive calls to and from friends, family, neighbors or business associates at any time or place we want without any forethought, needless advance notice or complicating process for either party.

For example, in the event of a breakdown on the road, we should be able to call a tow service without worry or frustration.

I am part of the hearing community. I advise and work with deaf and hard of hearing people within the complicated world of finance. It is imperative that my clients understand every point I am trying to make as well as I must fully understand everything my deaf and hard of hearing clients want to explain to me without having to write it down. Meetings cannot always be in person. I struggle with the current applications to connect the hearing community and the deaf and hard of hearing community. I struggle to hear and comprehend every word another party says which many times puts me at an even greater disadvantage when using telephone communication. How would you feel if your financial advisor only understood portions of what you were trying to relay to them. You would not feel comfortable in your confidence with them. This product solves that problem.

I am very mobile so the CapTel land line versions of this service do not work for me. I cannot use it when visiting my friends, family, when shopping, or trying to travel which I want to do but it is becoming increasingly more difficult to do so.

I am a Smartphone user who wants a product that will give me the accessibility, convenience, confidence, and mobility to use a mobile voice communication device as it was intended. Those in the hard of hearing community need to be able to receive phone calls when mobile just like hearing counterparts are able to do every day.

When making a call, we want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. I'm told that InnoCaption uses stenographers as their CA's who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user with their own caption phone number that can be shared with our friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and we start receiving captions immediately. This is a very seamless approach to mobile communications for the deaf and hard of hearing that needs to be granted for all to begin using soon.

This InnoCaption product is just the app many of us Smartphone users have been looking for that can give us the freedom, security and mobility we need and want, but we need the FCC to approve it quickly so we can begin using it now. I urge the Commission to grant quick approval of this product for everyone's sake. Thank you for your prompt attention to this extremely important matter.

Regards, Stewart G. Stout President/CEO, Stout Investment Group LLC.

Thank you for taking serious note of this request.

Sincerely,

Stewart Stout

19 Glengyle Lane

Potomac Falls, VA 20165

Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

Acting Chairwoman

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